

Marlene D. Graham, City Clerk
City of Pembroke Pines

Charles F. Dodge City Center
601 City Center Way
Pembroke Pines, FL 33025
954-450-1050

Memo

To: Charles F. Dodge, City Manager

From: Marlene Graham, City Clerk

cc: Aner Gonzalez, Assistant City Manager

Date: January 21, 2021

Re: HOA – Homeowners Associations – Contact information updates required

Commissioner Castillo introduced an item at the December 2, 2020 Commission Meeting with a motion to redouble City efforts to maintain timely and accurate HOA and Community Association contact lists. After Commission discussion, Commissioner Castillo requested to revisit the item at the first Commission meeting in February 2021 to allow the City Clerk's Office time to provide information on how current outreach efforts are being done.

Commissioner Castillo's item has been brought forward to the February 3, 2021 Commission Meeting to discuss updates.

The City Clerk's Office undertook the following efforts consistent with yearly efforts to increase responsiveness:

- Reached out to property managers and homeowners association board presidents to check accuracy of phone numbers, addresses and emails to update the master list database.

- Placed a notice online to notify the community of the City's Ordinance #1544 requiring homeowners' association board managers and presidents to provide updated information whenever there are changes in personnel.
- Reminded HOAs, in a Clerk article in City Connect, about the City's online portal where updated information can be entered directly into the City Clerk database <https://www.ppines.com/FormCenter/City-Clerk-8/Homeowner--Condominium-Association-Emerg-60>.

Pembroke Pines Communications Division Director Marianne Wohler consistently publishes reminders in the City Connect newspaper throughout the year. In 2020 the most recent reminders were published in the April-May issue, August-September issue and October-November issue. An article was published in the current 2021 February-March issue of City Connect reminding the community about providing updated contact information to the City, pursuant to Ordinance #1544.

Marianne Wohler's Communications team also posted on social media platforms Facebook, Instagram, Twitter and Next Door and continues to have the post scheduled once a month. Text announcements are also being placed on Pines Media TV (Comcast 78). It is on the homepage of the City's website under ***In the News***.

I have spoken directly with a few HOA contacts who have expressed reluctance at providing personal contact information because the City is subject to public records rules under Chapter 119 of the Florida Statutes. They would rather the City communicate with the property management companies but it is unclear whether this would enhance speed and efficacy during times of heightened emergency.

Recommendation:

City Clerk recommends that an item referencing Ordinance #1544 on the HOA updates be included on the Commission agenda once every quarter to serve as a reminder to the HOAs to provide updated information to the City Clerk's Office.

In the run-up to hurricane season reminders can be announced at one or more Commission meetings in the months of April and May, but especially in the busiest of hurricane season months in August and September.

On an ongoing basis, the City has made best efforts to maintain updated HOA contact information pursuant to Ordinance #1544. The challenge has been to increase responsiveness by communities when there are changes in HOA board personnel. The goal is to see increased responsiveness throughout the year, not only when we are in the midst of an emergency.

MG